

1274089

Registered provider: Lonsdale Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider manages this home. The home is registered to provide care for up to four children. Children living in this home might have social and emotional difficulties, and/or learning disabilities.

The current manager was registered with Ofsted on 1 December 2020.

Inspection dates: 8 and 9 March 2023

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 24 February 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/02/2022	Full	Outstanding
07/01/2020	Full	Outstanding
22/11/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home is warm, welcoming and decorated to an excellent standard. The home provides a consistent, nurturing and safe environment where children flourish. Children are at the heart of the home, and there are photos, children's achievements and drawings on display. Children's bedrooms are personalised to their taste, and they are proud of their home environment. The calm, homely and child-friendly environment provides children with a strong sense of belonging.

Children's experience of moving in or out of the home is extremely positive. Staff welcome children into the home and spend time getting to know their likes and dislikes, ensuring these are embedded into the daily routine of the home. Exceptionally good relationships between the manager and children ensure that plans for children to move out are child-centred and that their needs are carefully considered. One social worker commented on the significant impact that the manager's knowledge of the child and positive multi-agency working had on the child's care planning.

Staff have an exceptional understanding of the difficulties that children face due to their past life experiences. This supports children to build positive relationships with adults, who provide a high level of sensitive and nurturing support. The commitment and consistency of staff provide children with a safe support network of people who they can trust. This extends to those who move on from the home.

Prior to moving in to the home, a child's specific needs were having a significant effect on their daily life. Through research, consultation and training, staff have been able to provide effective support, which has enhanced this child's daily experiences. For example, the child is now able to safely enjoy car journeys, build relationships with peers and communicate with others effectively. The child's social worker said, 'They [the staff] go above and beyond. [Name of child] receives a high level of all-round nurturing, trauma-informed care.' This has supported the child's development in all areas.

Children are making exceptional progress in their attendance and achievement in education. Since living in the home, three of the children's attendance has dramatically improved. One child is attending college while completing an apprenticeship, which was sourced by the manager. Children's ambitions are highly valued, and staff support them to achieve and enjoy in all aspects of their lives. One child said, 'I know that they [the staff] care. They do everything they can to support me, and they want the best for me.'

Children's social skills are enhanced by the sensitive, well-planned activities and opportunities provided by staff. Children engage in activities to enhance their overall enjoyment and well-being, including sports, days out and holidays. One

child has been able to compete in their chosen sport. This is a huge achievement considering their starting point. Staff utilise resources in the local community to provide opportunities for children, including specific activities for children with additional needs.

The manager and staff are strong advocates for children. This has resulted in children receiving the specialist support that they need. Children also have access to independent advocates, which enhances their opportunities to express their views and opinions and receive support as required.

How well children and young people are helped and protected: outstanding

Children's safety is prioritised by the manager and staff. Staff receive extensive training that supports their in-depth knowledge of each child's individual risks and vulnerabilities. Children feel safe and are confident that staff do their best to help them to be safe and happy.

Collaborative multi-agency working and comprehensive, up-to-date risk assessments ensure that the risks are reducing for all children. Children receive consistent care from staff, who implement safe and respectful routines and boundaries. This enables children to feel safe, and there have been no serious incidents, missing-from-care or safeguarding concerns. This is exceptional considering the starting points for two children who were missing from care on a regular basis prior to moving in to the home.

The manager responds to allegations immediately and prioritises the safety and well-being of children. The manager shares information with external professionals, and ensures that there is external scrutiny of the safeguarding measures in the home. The manager is thorough in their investigations and shares learning to inform practice.

There have been substantial improvements in the behaviours of all children since living in the home. Staff support children to explore their feelings and behaviours in a way that meets their individual needs. Staff understand triggers for behaviour and respond quickly and appropriately to challenges in the home. Behaviour support plans detail preventative strategies and potential triggers for children, which are effective at reducing risks.

Incidents of physically holding children are used as a last resort and only if there is a risk of harm to the child or others. There has been one occasion of this since February 2022. However, this was appropriate to reduce the risk of harm to the child. Staff managed this effectively with management oversight. Staff have worked exceptionally well with the child and there have been no further incidents. The child is making significant improvements, and challenging behaviours have reduced considerably. Positive routines and boundaries and direct work have further supported this.

Children receive positive praise and rewards for their achievements. Staff praise children constantly, and children know that staff are proud of them. This promotes children's confidence and self-esteem. Children have noted the positive change in their risks and behaviours, and link this to the exceptional level of care and support that they receive.

Staff support children to build positive relationships with other children in the home. Staff are sensitive in their approach to encouraging peer relationships; well-planned activities based on each child's needs support this. There are no issues of bullying in the home. This adds to the children's sense of safety.

The manager adheres to safer recruitment practice to ensure that people who are appointed to work in the home are suitable to be employed and do not pose a risk to children.

The manager ensures that risks in the local area are considered in line with children's individual risks, and this is reviewed regularly.

The effectiveness of leaders and managers: outstanding

There is a suitably experienced manager in post, who is confident, child-focused and forward-thinking. The manager has high aspirations for the children. This view is shared across the staff team.

The manager is supported by a stable team of dedicated staff who know the children exceptionally well. The team has shared ambitions for the children and wants the best for them. The manager and staff support children throughout their time in the home, and this continues when they move on.

Training is highly valued and extensive. The manager uses links with other professionals to provide ongoing, high-quality and relevant training for the team. This has included managing disclosures and autism spectrum disorder training.

Staff feel supported and motivated in their role. Reflective practice is supported by high-quality supervision, team meetings and daily handovers. Practice is constantly evolving in line with the children's individual needs, and the manager is constantly considering ways to improve practice in the home.

The manager has collaborated with external professionals to provide high-quality care for children with additional needs. The manager has shared research and reading materials with staff, which has enhanced engagement and communication with children in the home. Examples of this are consultation forms, daily targets, and direct work that focuses on specific communication preferences. This results in children's increased engagement and ability to share their views and feelings.

Robust monitoring systems are in place and the manager constantly receives feedback from children, parents and external professionals to improve practice and develop the service. Feedback from professionals, parents and children is

consistently positive. One social worker stated, 'I wish all our placements could be like [name of the home]. I never doubt their motives. They [the staff] have always got [the child's] best interests at heart. It is paramount in everything they do.'

The monitoring and review processes in the home are robust. However, the manager had failed to identify that there were mistakes in children's records; this detracts from the positive work of the home.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that children's individual records are carefully written, and that staff understand the importance of this. (Guide to the Children's Home Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 1274089

Provision sub-type: Children's home

Registered provider: Lonsdale Care Limited

Registered provider address: 34 Broadacre, Caton, Lancaster LA2 9NH

Responsible individual: Paul McClintock

Registered manager: Clark Senior

Inspector

Jenni Gadsby, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
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